

PROCUREMENT POLICY

The goal of the procurement sector is to support the realization of the vision and mission of the Company.

In line with the main objective, the following **Procurement Guidelines** are defined:

BE A RELIABLE PARTNER TO GUESTS AND SUPPLIERS

The company will act towards its suppliers as a true partner and customer who respects agreements and fosters fair and transparent relations with all its suppliers. A true partnership also includes proactivity, being up to date, flexibility and creativity.

We also expect a true partnership from our suppliers: they need to listen, understand and take care of our needs and deliver the perfect service at all times and in the shortest possible time.

DEEPLY RESPECT THE PRINCIPLES OF BUSINESS ETHICS

The Company expects professionalism and the continuous improvement of knowledge and skills from its partners, as well as the improvement of knowledge and skills of the Company. We expect responsibility, cooperation and reliability from our suppliers. All business agreements, conditions, prices, data as well as the obligation to maintain business secrecy, are defined in the partnership and are acted upon in accordance with the agreement. Partners are obliged to operate in accordance with the relevant regulations, and our partners or suppliers can expect the same from us.

ACHIEVE RESULTS, AND NOT ONLY IN FINANCIAL TERMS

We expect suppliers to fulfill their promises and achieve defined goals, and to meet our expectations and needs in the best possible way.

ACHIEVE A SUSTAINABLE COMPETITIVE ADVANTAGE

The Company's procurement department has the task of ensuring efficient management of the supplier network in order to support the development of customer satisfaction, innovation and profitable growth of the company, by ensuring the following from our supplier network:

- Product quality and high level of service in accordance with the requirements of the company,
- The competitive value of goods upon import and the maintenance of strong and constant productivity dynamics, taking into account the time required for the development and marketing of products,
- Reduction of costs due to the concentration of procurement on a smaller number of suppliers, while avoiding excessive dependence on individual suppliers and vice versa.

CONSISTENTLY APPLY THE MAIN CRITERIA FOR DECIDING ON ENTERING NEW BUSINESS ACTIVITIES AND CONDUCTING SPECIFIC TASKS

The main criteria are as follows:

- Offered price
- product quality
- Supplier reliability (especially related to distribution/logistics, references, experience, etc.)
- Stability (especially the financial status of the supplier, etc.)
- Other general terms and conditions of the offer (payment terms, guarantees, etc.)

SUSTAINABILITY IS IMPORTANT TO US

The Company procures local products and uses the services of local suppliers, if possible and feasible.

Also, if we are able, we give priority to: sustainable production and procurement, products made of recycled or recyclable materials, products bearing the Eco/Fair trade/FSC/MSC labels and the like, and products that use less packaging, save energy and protect the environment.

We provide a copy of our Quality and Sustainable Business Policy to all our suppliers and subcontractors.